

VIA E-MAIL

May 16, 2016



Mr. Edward Hasbrouck
The Identity Project
1736 Franklin Street
9th Floor
Oakland, CA 94612

Re: Freedom of Information Act Request – Interim Response #6
Tracking Number: 15-FOI-00021

Dear Mr. Hasbrouck:

We are further responding to your October 29, 2014 request for information made under the Freedom of Information Act (FOIA), which was received via e-mail by Amtrak's FOIA Office on the same date.

Your request seeks the records described below:

- (1) Any records of policies, procedures, technical specifications, contracts (including agency appointment agreements), or directives to staff, contractors, or agents pertaining to transfers of data about Amtrak passengers or customers to the Department of Homeland Security (DHS), any DHS component including US Customs and Border Protection (USCBP), the Canadian Border Services Agency (CBSA), any other Canadian government agency, or any other foreign government, or the subsequent handling or use of such data, including without limitation Advanced Passenger Information (API) and any personally identifiable data obtained or derived from the ARROW reservation system.
- (2) Any records pertaining to the legal basis for such data transfers, including any e-mail messages pertaining to this subject within or between Amtrak, Amtrak agents, Amtrak contractors, and any third party or parties.
- (3) Any records of policies, procedures, technical specifications, contracts (including agency appointment agreements), or directives to staff, contractors, or agents (including without limitation travel agencies and agents authorized to sell Amtrak tickets, and other ARROW users) regarding disclosures to be made concerning transfers of data about Amtrak passengers or customers to government agencies including DHS.
- (4) Any records of policies, procedures, reports, or directives to staff, contractors, or agents (including without limitation travel agencies and agents authorized to sell Amtrak tickets, and other ARROW users) regarding compliance with the Personal Information Protection and Electronic Documents Act (PIPEDA) of Canada, including handling of requests for records or other requests or complaints made pursuant to PIPEDA and any disclosures to be made to passengers or customers.
- (5) Any e-mail messages within or between Amtrak and Amtrak agents, Amtrak contractors, and any third party or parties containing any of the text strings "Personal Information Protection and Electronic Documents Act", "PIPEDA", or "Privacy Commissioner of Canada".

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- (6) Any electronic file in which any of the above records are included.
- (7) All metadata pertaining to any such file, such as file system information indicating the creation data, modification date, etc.

We are continuing to review and process records responsive to your request. We are releasing in part the attached records.

The names and personal identifying information of Amtrak and Department of Homeland Security (DHS) employees have been redacted from the enclosed records pursuant to exemption 6 of the FOIA on the basis that disclosure would constitute a clearly unwarranted invasion of the personal privacy of these individuals. In weighing the public interest, it was determined that there was no public interest in disclosing this information.

Pursuant to Amtrak's FOIA regulations (49 CFR 701.10), if you wish to appeal the decision to withhold the above-mentioned information, you may file an appeal with Eleanor D. Acheson, Executive Vice President, Chief Legal Officer, General Counsel and Corporate Secretary, within thirty days (30) of the date of this letter, specifying the relevant facts and the basis for your appeal. Your appeal may be sent to Ms. Acheson at the above address. The President and CEO of Amtrak have delegated authority to the General Counsel and Corporate Secretary for the rules and compliance to the FOIA. If you decide to appeal, you may delay your appeal until you have received the final response to your request.

The enclosed records are part of a text file. Records will continue to be reviewed and you will be provided with a response. We are continually working through our backlog of requests. You may anticipate the next response in 6-8 weeks.

If you have any questions regarding the processing of your request, please feel free to contact me at (202) 906-3741 or via e-mail at Hawkins@amtrak.com.

Sincerely,

A handwritten signature in black ink, appearing to read "SHARRON HAWKINS", with a long horizontal flourish extending to the right.

Sharron Hawkins
Lead FOIA Specialist

Attachments

Border Crossing.txt

Exemption 6

From: [REDACTED]
Sent: Monday, August 14, 2006 11:10 AM
To: [REDACTED]
Cc: [REDACTED]; Arrow On Call
Subject: Activate Automatic Transmission of APIS

This message has been archived.

Hi [REDACTED],
SC174763 is scheduled on 08/16/06 @ 08:00 to automatically sent APIS messages for the following list of train/buses. Could you please forward this information to all the appropriate users.

Thans a lot [REDACTED]

TRAINSTATIONTIMEZONE

=====

0063NFL	16:10EAST
0064NFS	10:30EAST
0068SLQ	10:05EAST
0069RSP	15:40EAST
0071RSP	15:09EAST
0510BEL	09:44PACIFIC
0517VAC	18:00PACIFIC
7097SCA	10:00EAST
7398SVF	08:30PACIFIC
7399VIF	17:30PACIFIC
7401VIF	11:30PACIFIC
7402SVF	07:30PACIFIC
7403VIF	18:00PACIFIC
7405VIF	19:00PACIFIC
7406SVF	15:15PACIFIC
8900SEA	13:15PACIFIC
8907SUY	09:00PACIFIC
8909SUY	13:00PACIFIC
8911SUY	06:20PACIFIC
8914SEA	23:45PACIFIC
8916SEA	18:30PACIFIC
8948SEA	10:45PACIFIC
8957SUY	18:00PACIFIC

From: [REDACTED]
Sent: Monday, July 31, 2006 2:31 PM
To: [REDACTED]@dhs.gov'; [REDACTED]@dhs.gov';
[REDACTED]@dhs.gov'
Cc: [REDACTED]
Subject: RE: APIS - AMTRAK Transmissions

This message has been archived.

Good afternoon [REDACTED],

We have had a question regarding a specific type of Passenger Identification. A passenger has a "Certificate of Citizenship", apparently issued to children that are born abroad to US citizen parents. Is this a valid type of id? If so, what identification type would that fall under?

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We currently allow for the following types of identification:

US Resident Alien Card

LPR (Legal Permanent Resident) Card

Passport

Re-entry Permit

Refugee Travel Document

Naturalization Certificate

Birth Certificate (requires photo id)

Military Orders(requires photo id)

Thanks,

[REDACTED]

From: [REDACTED]
Sent: Thursday, June 08, 2006 3:01 PM
To: [REDACTED]
Subject: Amtrak manual for WSP

This message has been archived.

Hi [REDACTED],

Any updates regarding the Amtrak manual for WSP customers. You promised to chase the Amtrak relevant department to have the manual updated with APIS formats.

http://www.amtrak.com/servlet/ContentServer?pagename=Amtrak/Page/Navigation_Page&c=Page&cid=1081442674145&ssid=230

[REDACTED]

From: [REDACTED]
Sent: Friday, May 12, 2006 9:11 AM
To: [REDACTED]
Cc: [REDACTED]
Subject: 100 22/12/03 -changes to prevent ctl-4

This message has been archived.

Hello [REDACTED],

Could you please send a note to TPF Test Coordinators to OK this load for promotion to the COMMON library?

This is to test changes in PDUN in order to prevent ctl-4 that occurred in production on May 9 th.

PNR was created by '1V' with 2 passengers both having 5DOB and 5PID items. When a reduced party TTY was sent,

It deleted the DOB but left the PID item without the passenger association number. This PNR was filec with bad data and the ctl-4

occurred when trying to retrieve the PNR.

Thank you,

██████████

From: ██████████
Sent: Tuesday, May 09, 2006 6:38 PM
To: ██████████
Cc: ██████████
Subject: ██████████ cll-4 PDU6

This message has been archived.

Hello ██████████,

It seems that EWAC or PDU7 are not to be blamed...

I think that when a name is cancel/reduced party, the system looks for a 5field (DOB / PID), and if found, both should be deleted...

In order to do this, there is an indicator in ebx100 with a 'C4' or a 'C5' that it tells PDUN to delete this 5 item.

For some reason this indicator (ebx100) is '00' and when it gets to PDUN the 5PID that is in process to be deleted is being treated as an item 4? Or SSR?

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The 5pid gets truncated and filed as that (without the passenger associated number)...

Of course EWAC is not going to like it... it gives the SNAPC and the PNR gets filed with a bad item..

When you tried to retrieve the PNR and it gets to PDU6 to display it...

Pdu6 goes through the 'scan' for that particular 5PID and it goes around until it gets the ctl-4 because there is no passenger associated...

What I still don't understand is why ebx100 doesn't get set in the first place (to indicate that the 5pid should be deleted...)

Will have to research a little bit more...

[REDACTED]

From: [REDACTED]
Sent: Thursday, April 20, 2006 9:44 AM
To: [REDACTED]
Subject: RE: Amtrak quick reference guide card

This message has been archived.

[REDACTED]

Something new everyday:)

Great, thanks for checking. Once it is updated with APIS we will publish the latest version in WSP for WSP's customers use.

[REDACTED]
Product Specialist Non - Air
Worldwide Product Planning

Phone: [REDACTED]
email: [REDACTED]

[REDACTED]

04/20/2006 09:43CC

AM
Subject

RE: Amtrak quick reference guide
card

Exemption 6

wow - didn't know that existed - I'll see if I can find out

-----Original Message-----

From: [REDACTED]
Sent: Thursday, April 20, 2006 9:36 AM
To: [REDACTED]
Subject: RE: Amtrak quick reference guide card

Pls take a look at this where you will find the quick reference guide card
[http://www.amtrak.com/servlet/ContentServer?pagename=Amtrak/Page/Navigation_](http://www.amtrak.com/servlet/ContentServer?pagename=Amtrak/Page/Navigation_Page&c=Page&cid=1081442674145&ssid=230)
[Page&c=Page&cid=1081442674145&ssid=230](http://www.amtrak.com/servlet/ContentServer?pagename=Amtrak/Page/Navigation_Page&c=Page&cid=1081442674145&ssid=230)

Product Specialist Non - Air
Worldwide Product Planning

Phone: [REDACTED]
email: [REDACTED]

[REDACTED]
04/20/2006 09:34cc

AM
Subject
RE: Amtrak quick reference guide
card

Amtrak Travel agent site?

Border Crossing.txt

What are you referring to?

I don't know what the plans are for the Quick Reference Card though

-----Original Message-----

From: [REDACTED]
Sent: Wednesday, April 19, 2006 8:13 PM
To: [REDACTED]
Subject: Amtrak quick reference guide card

Hi [REDACTED]

Any plans to update the quick reference guide card with the APIS info on the Amtrak travel agt site? Pls let us know.

[REDACTED]

[REDACTED]

Product Specialist Non - Air
Worldwide Product Planning

Phone: [REDACTED]
email: [REDACTED]

From: [REDACTED]
Sent: Wednesday, April 19, 2006 8:13 PM
To: [REDACTED]
Subject: Amtrak quick reference guide card

This message has been archived.

Hi [REDACTED]

Any plans to update the quick reference guide card with the APIS info on the Amtrak travel agt site? Pls let us know.

[REDACTED]

[REDACTED]

Product Specialist Non - Air
Worldwide Product Planning

Phone: [REDACTED]
email: [REDACTED]

From: [REDACTED]
Sent: Monday, April 17, 2006 5:56 PM
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: Enforcement of Passenger Information on Border crossing PNRs

This message has been archived.

[REDACTED]

I'll be your contact for this. Can we set up a quick call to understand the implications? Anytime before Wednesday afternoon works for me, otherwise early next week.

Also - I didn't receive your original e-mail; my address changed to [REDACTED]

[REDACTED]
Product Director
API, Cruise, Tour, and Destination Services Product
Cendant Travel Distribution Services
Tel: [REDACTED]
Cell: [REDACTED]
Fax: [REDACTED]

-----Original Message-----

From: [REDACTED]
Sent: Monday, April 17, 2006 11:03 AM
To: [REDACTED]
Subject: FW: Enforcement of Passenger Information on Border crossing
PNRS

Hi [REDACTED]
Does Amtrak fall in your area of products.. If not.. Do you know who
would have it???

-----Original Message-----

From: [REDACTED]
Sent: Monday, April 17, 2006 11:41 AM
To: [REDACTED]
Subject: RE: Enforcement of Passenger Information on Border crossing
PNRS

Hi [REDACTED] - Is ownership of Amtrak something that you will pursue?

[REDACTED] (Technical Manager - Access Engineering / Links)

Work: [REDACTED] Fax: [REDACTED]
Home: [REDACTED] Cell: [REDACTED]
* Email: [REDACTED] Please visit us at
www.galileo.com

This message is confidential. If you are not the intended recipient,
please notify us immediately and delete it from your system.
You should not copy it or use it for any purposes, nor disclose its
content to any other person.

-----Original Message-----

From: [REDACTED]
Sent: Monday, April 17, 2006 11:03
To: [REDACTED]
Cc: [REDACTED]
Subject: Enforcement of Passenger Information on Border crossing PNRS
Importance: High

Hello All,

We were working with [REDACTED] before Christmas on this effort, but
since [REDACTED] has left, we have had great difficulty in finding a contact at
Galileo/ Cendant to communicate with over this change, and other
development that Amtrak is planning. We need to enforce this on Apollo

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PNRs in the near future, as this is the last of the 4 GDS systems to be enforced. Amtrak is also planning changes to their GDS displays that require 90 days notification.

We really require a contact at Galileo/ Cendant that we can work with to co-ordinate these changes with. Please understand that I am including all contacts that I know at Galileo/ Cendant, in the hopes that one of them can help us.

Many Thanks,

[REDACTED]
System Developer
GDS, Pricing and External Entities
Amtrak
Phone: [REDACTED]
Fax: [REDACTED]
E-Mail: [REDACTED]

From: [REDACTED]
Sent: Tuesday, April 11, 2006 11:44 AM
To: [REDACTED]
Subject: RE: Long PIDs in worldspan?

This message has been archived.

I built two new ones and I tried it both ways (with the 2 and 4 digit year) and they both worked. I wonder if the original didn't work because I tried a bad OSI first?

-----Original Message-----

From: [REDACTED]
Sent: Tuesday, April 11, 2006 11:30 AM
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: Long PIDs in worldspan?

Hi [REDACTED],

The second entry should also work. No.

[REDACTED]
From: [REDACTED]
Sent: Tuesday, April 11, 2006 11:26 AM
To: [REDACTED]
Subject: RE: Long PIDs in worldspan?

That's strange.

I created a similar PNR (1p passenger) and used option 3 in email below and it worked fine.

30SI2VDOC SHK1/PP/US/12345678/US/11DEC40/M
30SI2V///19JUL07-1FRANKLIN/BENJAMIN

167F58/M73U04-1P HL 12APRCTC-T 000000061.00/61.00
-01@ FRANKLIN/BENJAMIN

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169 C. NYP-MTR815A FR 14APR630P14APRYAOHK1
301@ R SEG #1 BASIS1F
* AOF1RAIL FARE61.00
5001@ OSI-SSRTKTL2VSS/ HDQ 1700/PR
5004@ FBD-1F
5002@ DOB-11DEC1940/US/P1
5003@ PAX ID -PP/US/12345678/19JUL2007/M
901@202-[REDACTED]

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I also tried multiple passengers in a PNR using the same format and all went ok:

30SI2VDOCSHK1/PP/US/12345678/US/11DEC40/M *
30SI2V////19JUL07-1PRIMO/TESTMR *
30SI2VDOCSHK1/PP/US/87654321/US/11DEC1950/F *
30SI2V////19JUL17-1SECONDO/TESTMISS *

PNR in test:

167F5C/273U9S-1P HL 12APRCTC-T 0000000122.00/122.00
-01@ PRIMO/TESTMR
-02@ SECONDO/TESTMISS
169 C. NYP-MTR815A FR 14APR630P14APRYAOHK2
301@ R SEG #1 BASIS2F
* AOF1RAIL FARE122.00
5001@ OSI-SSRTKTL2VSS/ HDQ 1700/PR
5006@ FBD-2F
5002@ DOB-11DEC1940/US/P1
5004@11DEC1950/US/P2
5003@ PAX ID -PP/US/12345678/19JUL2007/M
5005@PP/US/87654321/19JUL2017/F
901@001-999-9999-Z
[REDACTED]
[REDACTED]

From: [REDACTED]
Sent: Tuesday, April 11, 2006 11:00 AM
To: [REDACTED]
Subject: Long PNRs in Worldspan?

Hello All,
Does anyone have the correct format to use for Worldspan when the PID entry is too long? If the entry is over a certain # of characters, you get an error message that says "ITEM TOO LONG/NOT ENT...". I understand that you can separate the entry using three obliques. However, I've tried multiple variations of the formats and I can't seem to get it to work using two entries.

In test the PNR that I was working on is 167F44. The original osi that I tried was:

30SI2VDOCSHK1/PP/US/12345678/US/11DEC1940/M/19JUL2007-FRANKLIN/BENJAMIN

It was too long, so I tried a variety of other entries, including:

30SI2VDOCSHK1/PP/US/12345678/US/11DEC1940/M
30SI2V////19JUL2007-1FRANKLIN/BENJAMIN

and

30SI2VDOCSHK1/PP/US/12345678/US/11DEC1940/M
30SI2VDOCS////19JUL2007-1FRANKLIN/BENJAMIN

and

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30SI2VDOCSHK1/PP/US/12345678/US/11DEC40/M
30SI2V////19JUL07-1FRANKLIN/BENJAMIN

Any help would be greatly appreciated.

-----Original Message-----

From: [REDACTED]
Sent: Tuesday, April 11, 2006 9:37 AM
To: [REDACTED]
Subject: [REDACTED]

*Good Morning,

There is testing today. Please test as follows: [REDACTED] test in Amadeus; [REDACTED] in Worldspan; [REDACTED] and I will test in Sabre. Please forward me your test PNR's by 205pm. Thanks.

PLEASE BOOK PNRs WITH THE FOLLOWING DATES: 11APR-30APR

Testing will begin at 9:30am and end at 2:00pm ET.

A. Please create PNR's with Border Crossing segments (i.e. NYP-MTR) with different types of identification.
1. Create several PNR's with complete SPID information. Please forward PNR numbers.
2. Please create a few PNR's with SPID information and price using PCN (Student Advantage) numbers. Use the Student Advantage numbers listed below. Please forward PNR numbers.

PCN Numbers

6220710111012196
6220710111013046

[REDACTED]
Amtrak Travel Agent Sales Center
[REDACTED]

From: [REDACTED]
Sent: Thursday, April 06, 2006 3:23 PM
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: APIS - Group Ticketing and Enforcement - Sizing

Importance: High

This message has been archived.

[REDACTED] The other option is to allow the GDS to continue to build the deposit PNR in Arrow, open up the ability for them to drive a ticket off an open segment to get commission, and then have them just call the group desk to add the 7DEP - your thoughts.

I think this is the option that is more easily accomplished as it's is essentially in place already. I would say that this would be the preferred short term solution until we can fit this project into the larger eticketing program.

[REDACTED] Not sure it'll ever get into the GDS eTicket process - but would you say the status quo is the best option?

I would say yes -- the status quo would be the best option. (Again, this group deposit scenario is currently being used by Amtrak ticket clerks only. But, it seems as if all the pieces are in place to move it along for travel agent use.) We'd just have to do a little testing to make sure there aren't any issues on the gds side with the ticketing. Additionally, I would request that it not be an open segment. It should be handled just as the Group Deposit procedures call for...

Sell a dummy deposit segment using the special group deposit train 906, and city pair, GRU-DPS: 0906 Y (group departure date) grudps1 (or sell after availability "a(group departure date)grudps"). We may want to take it a step farther by creating a second train number 907, and city pairs, FIN-PAY, which could be used to process the final payment.

In a situation like this we would be dealing with three PNR's.

1. ARROW - The Group PNR.
2. GDS - The Deposit PNR
3. GDS - The Final Payment PNR

-----Original Message-----

From: [REDACTED]
Sent: Wednesday, April 05, 2006 10:41 AM
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: ARIS - Group Ticketing and Enforcement - Sizing

You mentioned that "The idea is not to give the Travel agent claim functionality." And then went on to say "...We have suggested giving the GDS the ability to add the 7DEP field to the Group PNR." Are agents currently able to add fields or amend Amtrak PNR's without having a claim on the reservation?

[REDACTED]
Currently agents can not update PNRs that they don't own - this would be new, and would require us to build controls in Arrow. We believe it would be easier to have the GDS develop the capability to send an entry in the required format, than to attempt to support Group PNRs in Claim.

Do we plan to allow all four GDS to participate in this new process? I can envision a scenario in which Sabre is able to do this rather easily. I would think that building the support for this in the other three GDS would be rather cost prohibitive. I would view this option as a phase two or three component of the eticketing initiative that's in development. If handled apart from that program we will have to develop the backend for reporting the sales as the ticket issuance isn't coming through any longer.

[REDACTED] Yes - all 4

The other option is to allow the GDS to continue to build the deposit PNR in Arrow, open up the ability for then to drive a ticket off an open segment to get commission, and then have them just call the group desk to add the 7DEP - your thoughts.

I think this is the option that is more easily accomplished as it's is essentially in place already. I would say that this would be the preferred short term solution until we can fit this project into the larger eticketing program.

[REDACTED] Not sure it'll ever get into the GDS eTicket process - but would

you say the status quo is the best option?

I would say yes -- the status quo would be the best option. (Again, this group deposit scenario is currently being used by Amtrak ticket clerks only. But, it seems as if all the pieces are in place to move it along for travel agent use.) We'd just have to do a little testing to make use there aren't any issues on the GDS side with the ticketing.)

I know that Canadian agents on Amadeus and Worldspan have the ability access Amtrak and claim PNR's but are not authorized to ticket. I think that the GDS controls that functionality. Do you think that we would be able to place controls like that on a PNR level?

[REDACTED] Actually we control the ability to ticket as well as the GDS. Amadeus doesn't support ticketing in Canada. Worldspan does - so I'd be interested to look at these Canadian agencies that can't ticket.

Again, this would be a short term solution until we can fit this project into the larger eticketing program.

[REDACTED] okay

From: [REDACTED]
Sent: Wednesday, April 05, 2006 8:46 AM
To: [REDACTED]
Subject: RE: APIS - Group Ticketing and Enforcement - Sizing

Hello,

Awaiting your comments.

[REDACTED]

-----Original Message-----

From: [REDACTED]
Sent: Friday, March 31, 2006 9:09 AM
To: [REDACTED]
Subject: RE: APIS - Group Ticketing and Enforcement - Sizing

Hello [REDACTED]

Answers below - let me know what you think.

[REDACTED]

-----Original Message-----

From: [REDACTED]
Sent: Thursday, March 30, 2006 10:07 AM
To: [REDACTED]
Subject: RE: APIS - Group Ticketing and Enforcement - Sizing
Importance: High

You mentioned that "The idea is not to give the Travel agent claim functionality." And then went on to say "...we have suggested giving the GDS the ability to add the 7OEP field to the Group PNR." Are agents currently able to add fields or amend Amtrak PNR's without having a claim on the reservation?

[REDACTED] Currently agents can not update PNRs that they don't own - this would be new, and would require us to build controls in Arrow. We believe it would be easier to have the GDS develop the capability to send an entry in the required

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format, than to attempt to support Group PNRs in Claim. The other option is to allow the GDS to continue to build the deposit PNR in Arrow, open up the ability for then to drive a ticket off an open segment to get commission, and then have them just call the group desk to add the 7DEP - you thoughts

I know that Canadian agents on Amadeus and worldspan have the ability access Amtrak and claim PNR's but are not authorized to ticket. I think that the GDS controls that functionality. Do you think that we would be able to place controls like that on a PNR level?

[REDACTED] Actually we control the ability to ticket as well as the GDS. Amadeus doesn't support ticketing in Canada. Worldspan does - so I'd be interested to look at these Canadian agencies that can't ticket.

[REDACTED]
Hello [REDACTED],

The plan is not well formed on exactly what the GDS will or will not be able to do. I have answered your questions below, and I'm really looking for some feedback on the best way to offer something to the GDS.

[REDACTED]
-----Original Message-----

From: [REDACTED]
Sent: Tuesday, March 28, 2006 2:41 PM
To: [REDACTED]
Cc: [REDACTED]

Subject: RE: APIS - Group Ticketing and Enforcement - Sizing
Importance: High

Hello [REDACTED]:

The comments I have are probably issues that you will address. But, after reading through the requirements document I noted the following ...

Assumptions...

The maximum number of active individual names in a Group PNR will be 254. Groups of more than 254 will require separate PNRs. (Note: the group name is the 1st name item in the PNR, which would give a total maximum of 255 name items in a Group PNR)

(254 Names) How will ticketing be accomplished with ARROWS limits on the number of tickets than can be issued per PNR? Ticketing by 3FIELD may be a solution to this issue. However, further along in the document it states that "Payment can only be processed against the entire value of the Group PNR." With this requirement would we be able to ticket 3FIELDS individually against the FOP that's stored in the PNR?
(254 Names) How will travel agents (GDS) be able to claim reservations with the current restriction on the maximum number of passenger names in a PNR (9)?

[REDACTED] Ticketing in Arrow will be changed to support this initiative, to allow for ticketing and AP on Group PNRs. The idea is to collect a number of Deposits, and store those as new 7-fields, and then take those Deposits, and a final payment to issue an AP on the PNR. Ticketing would then spit out tickets for each passenger.

The idea is not to give the Travel agent claim functionality.

Deposit PNRs will not be used in the future (deposits will be reflected in the Group travel reservation)

The ability for a travel agent to transmit ticket information through to ARROW relies on their ability to create or claim ownership of a reservation. In the current

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environment, the Deposit PNR may be a vehicle in which we may be able capture payment information for a reservation. The ticketing information contained in a Deposit PNR could be used in exchange for the automated group tickets that would be issued by Amtrak's Group Department. An example in which a travel agent accepts payment for travel and relies on Amtrak to issue tickets is the PTA transaction. The PTA is submitted through the GDS to ARROW and Amtrak agents issue tickets against the PTA number that is saved in ARROW.

[REDACTED] This is open to discussion from a GDS perspective - we have suggested giving the GDS the ability to add the 7DEP field to the Group PNR - now where that value comes from is open to debate. We have discussed setting up a table to control which IATA would be able to do this also.

Business Requirements...

Travel tickets will only produce by via STARS by:

- *Group Desk agent
- *STARS agent

So it doesn't appear as if GDS issued tickets for this program is part of the requirements?

[REDACTED] Correct - Amtrak is trying to move to a common point of ticketing.

[REDACTED]

From: [REDACTED]
Sent: Tuesday, March 28, 2006 12:54 PM
To: [REDACTED]
Subject: FW: APIS - Group Ticketing and Enforcement - Sizing

Hello [REDACTED],

I know you were trying to work on the GDS Group issues - These are the requirements for automated ticketing and collection of deposits. I wanted to get your feel on this.

[REDACTED]

-----Original Message-----

From: [REDACTED]
Sent: Tuesday, March 28, 2006 12:33 PM
To: [REDACTED]
Cc: [REDACTED]
Subject: APIS - Group Ticketing and Enforcement - Sizing

Good morning,

Attached is the requirements document.

We have been requested by the Amtrak Police to provide a High Level Scope and Sizing that will allow for improved Group security. The main focus of this effort will be to provide:

- *Method to enforce the border crossing requirements for Group PNRs
- *Individual tickets for passengers traveling on Group PNRs
- *Accuracy of on board train manifests

Border Crossing.txt

Exemption 6

Changes we would be sizing:

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- *Arrow - Border Crossing Manifest ([REDACTED] Group)
- *Arrow - GDS ([REDACTED])

We would like to pull together the high level scope and sizing as quickly as possible, as this might be funded out of FY06 budget. Could you please respond and let me know when you would be able to have your piece of the sizing completed. I will pull all of the components of the sizing into one sizing document.

Please let me know if you have any questions or comments.

Thanks,

<< File: APIS Group Ticketing and Enforcement RQM .doc >>

From: [REDACTED]
Sent: Wednesday, April 05, 2006 11:50 AM
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: APIS hours

This message has been archived.

[REDACTED],

[REDACTED] charged 96 hours to APIS in March. No further hours will be charged to this project.

Border Crossing.txt

Hope this helps,

Exemption 6

-----Original Message-----

From: [REDACTED]
Sent: Tuesday, April 04, 2006 1:11 PM
To: [REDACTED]
Subject: APIS hours

[REDACTED],

Do you know how many more hours [REDACTED] will charge to APIS ? None of his FY2006 hours to date were in our original plan.

From: [REDACTED]
Sent: Wednesday, April 05, 2006 10:41 AM
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: APIS - Group Ticketing and Enforcement - Sizing

This message has been archived.

You mentioned that "The idea is not to give the Travel agent claim functionality." And then went on to say "...We have suggested giving the GDS the ability to add the 7DEP field to the Group PNR." Are agents currently able to add fields or amend Amtrak PNR's without having a claim on the reservation?

[REDACTED]

Currently agents can not update PNRs that they don't own - this would be new, and would require us to build controls in Arrow. We believe it would be easier to have the GDS develop the capability to send an entry in the required format, than to attempt to support Group PNRs in Claim.

Do we plan to allow all four GDS to participate in this new process? I can envision a scenario in which Sabre is able to do this rather easily. I would think that building the support for this in the other three GDS would be rather cost prohibitive. I would view this option as a phase two or three component of the eticketing initiative that's in development. If handled apart from that program we will have to develop the backend for reporting the sales as the ticket issuance isn't coming through any longer.

The other option is to allow the GDS to continue to build the deposit PNR in Arrow, open up the ability for them to drive a ticket off an open segment to get commission, and then have them just call the group desk to add the 7DEP - your thoughts.

I think this is the option that is more easily accomplished as it's essentially in place already. I would say that this would be the preferred short term solution until we can fit this project into the larger eticketing program.

I know that Canadian agents on Amadeus and Worldspan have the ability access Amtrak and claim PNR's but are not authorized to ticket. I think that the GDS controls that functionality. Do you think that we would be able to place controls like that on a PNR level?

Border Crossing.txt

██████████ Actually we control the ability to ticket as well as the GDS.Amadeus doesn't support ticketing in Canada.worldspan does - so I'd be interested to look at these Canadian agencies that can't ticket.

Again, this would be a short term solution until we can fit this project into the larger eticketing program.

██████████

From: ██████████
Sent: Wednesday, April 05, 2006 8:46 AM
To: ██████████
Subject: RE: APIS - Group Ticketing and Enforcement - Sizing

Hello,

Awaiting your comments.

██████████

-----Original Message-----

From: ██████████
Sent: Friday, March 31, 2006 9:09 AM
To: ██████████
Subject: RE: APIS - Group Ticketing and Enforcement - Sizing

Hello ██████████

Answers below - let me know what you think.

██████████

-----Original Message-----

From: ██████████
Sent: Thursday, March 30, 2006 10:07 AM
To: ██████████
Subject: RE: APIS - Group Ticketing and Enforcement - Sizing
Importance: High

You mentioned that "The idea is not to give the Travel agent claim functionality." And then went on to say "...We have suggested giving the GDS the ability to add the 7DEP field to the Group PNR." Are agents currently able to add fields or amend Amtrak PNR's without having a claim on the reservation? ██████████ Currently agents can not update PNRs that they don't own - this would be new, and would require us to build controls in Arrow. We believe it would be easier to have the GDS develop the capability to send an entry in the required format, than to attempt to support Group PNRs in Claim. The other option is to allow the GDS to continue to build the deposit PNR in Arrow, open up the ability for then to drive a ticket off an open segment to get commission, and then have them just call the group desk to add the 7DEP - you thoughts

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██████
Hello ██████

The plan is not well formed on exactly what the GDS will or will not be able to do. I have answered your questions below, and I'm really looking for some feedback on the best way to offer something to the GDS.

██████
-----Original Message-----

From: ██████
Sent: Tuesday, March 28, 2006 2:41 PM
To: ██████
Cc: ██████

Subject: RE: APIS - Group Ticketing and Enforcement - Sizing
Importance: High

Hello ██████:

The comments I have are probably issues that you will address. But, after reading through the requirements document I noted the following ...

Assumptions...

The maximum number of active individual names in a Group PNR will be 254. Groups of more than 254 will require separate PNRs. (Note: the group name is the 1st name item in the PNR, which would give a total maximum of 255 name items in a Group PNR)

(254 Names) How will ticketing be accomplished with ARROWS limits on the number of tickets than can be issued per PNR? Ticketing by 3FIELD may be a solution to this issue. However, further along in the document it states that "Payment can only be processed against the entire value of the Group PNR." With this requirement would we be able to ticket 3FIELDS individually against the FOP that's stored in the PNR?

(254 Names) How will travel agents (GDS) be able to claim reservations with the current restriction on the maximum number of passenger names in a PNR (9)?

██████ Ticketing in Arrow will be changed to support this initiative, to allow for ticketing and AP on Group PNRs. The idea is to collect a number of Deposits, and store those as new 7-fields, and then take those Deposits, and a final payment to issue an AP on the PNR. Ticketing would then spit out tickets for each passenger.

The idea is not to give the Travel agent claim functionality.

Deposit PNRs will not be used in the future (deposits will be reflected in the Group travel reservation)

The ability for a travel agent to transmit ticket information through to ARROW relies on their ability to create or claim ownership of a reservation. In the current environment, the Deposit PNR may be a vehicle in which we may be able capture payment information for a reservation. The ticketing information contained in a Deposit PNR could be used in exchange for the automated group tickets that would be issued by Amtrak's Group Department. An example in which a travel agent accepts payment for travel and relies on Amtrak to issue tickets is the PTA transaction. The PTA is submitted through the GDS to ARROW and Amtrak agents issue tickets against the PTA number that is saved in ARROW.

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Border Crossing.txt

Business Requirements...

Exemption 6

Travel tickets will only produce by via STARS by:

- *Group Desk agent
- *STARS agent

So it doesn't appear as if GDS issued tickets for this program is part of the requirements?

Correct - Amtrak is trying to move to a common point of ticketing.

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To: [REDACTED]
Subject: FW: APIS - Group Ticketing and Enforcement - Sizing

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Exemption 6

Border Crossing.txt

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Please let me know if you have any questions or comments.

Thanks,
[REDACTED]

<< File: APIS Group Ticketing and Enforcement RQM .doc >>

From: [REDACTED]
Sent: Tuesday, April 04, 2006 10:21 AM
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: reduce document cost for US-Canada border crossings

This message has been archived.

Hi [REDACTED],

We have not received any direction from DHS for the items referenced below.

Thanks for the heads up,

[REDACTED]
Amtrak
[REDACTED]

-----Original Message-----

From: [REDACTED]
Sent: Monday, April 03, 2006 10:03 AM
To: [REDACTED]

Border Crossing.txt

Subject: FW: reduce document cost for US-Canada border crossings

FYI

-----Original Message-----

From: [REDACTED]

Sent: Friday, March 31, 2006 5:28 PM

To: [REDACTED]

Subject: reduce document cost for US-Canada border crossings

Hi [REDACTED],

Could you please advise what is Amtrak's response to this article? APIS requirements versus the fact that children under 18 will not require to have any ID.
Will this go live? If yes, when?

Sen. Byron Dorgan (D-N.D.) introduced the Common Sense Cross-Border Travel and Security Act, designed to reduce document costs for U.S.-Canada border crossings.

Under the bill, children under 18 would not need a passport and adults would pay no more than \$20 for the proposed 10-year PASS card for travel to Canada. It also calls for 24-hour free passes for day trips to Canada.

Under the Western Hemisphere Travel Initiative, which is to be fully implemented by Jan. 1, 2008, travelers crossing U.S. borders will be required to have a passport, which cost at least \$97 for adults and \$82 for children, or a proposed PASS card, which may cost \$50.

The travel industry has raised concerns that the cost might be prohibitive to infrequent travelers and family vacationers who, under previous regulations, didn't need them to travel between the U.S. and Canada, Mexico and the Caribbean.

[REDACTED]
Product Specialist Non - Air
Worldwide Product Planning

Phone: [REDACTED]

email: [REDACTED]

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Importance: High

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Exemption 6

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